

# Bureau for Child Support Enforcement

## Mission

The Bureau for Child Support Enforcement uses all available resources to promote and enhance the social, emotional, and financial bonds between children and their parents by:

- \* Establishing paternity and establishing and enforcing child and medical support orders;
- \* Educating parents and prospective parents;
- \* Having accurate case management;
- \* Facilitating parent responsibility to minimize taxpayer burden; and
- \* Performing these activities in a customer-friendly atmosphere.

## Operations

The Bureau for Child Support Enforcement implements and manages the federal Title IV-D program for West Virginia. The Title IV-D program operates pursuant to a federally-approved state plan and is primarily federally funded.

The bureau's primary activities are the establishment of paternity, child support, and medical support orders and the enforcement of such orders, as well as the collection and distribution of support. All establishment activity (and much of the enforcement activity) involves the use of judicial proceedings.

### *Field Operations*

In terms of service delivery, the bureau is organized into ten regions. Bureau offices are staffed on a full-time basis in 31 counties—24 counties are served by satellite offices staffed on an assigned schedule. Kanawha County operations have been privatized since 1996. Field staff are responsible for intake, case management, legal activity to establish paternity or modify support obligations, enforcement of court orders, entering and maintaining correct information in the automated data system, and frontline customer relations. The West Virginia Family Court system, part of the Supreme Court, provides the federally-required expedited process for resolving disputed issues.

### *Central Office Operations*

- Operate the automated On-line Support Collections and Reporting system (OSCAR), the case management/case processing system.
- Oversee collections and distributions (privatized since 1988).
- Act as liaison with Title IV-D agencies in other states and territories.
- Manage the Hospital Paternity Project.
- Locate noncustodial parents, and promote employer new hire reporting.
- Audit and update case financial data.
- Maintain a customer service hotline, a 24-hour interactive voice response system, and a Web-based customer service system.
- Provide organizational support and management to program operations.

## Goals/Objectives

- Provide services for eligible voluntary applicants, persons subject to wage withholdings, and for all individuals who are mandatory referrals to the Bureau for Child Support Enforcement based on their receipt of Temporary Assistance for Needy Families (TANF), Medicaid, or foster care services when one or both parents of the affected child is not in the household with the child.
- Increase court orders for child support and the provision of medical care in at least 90% of cases by FY 2007.
- Disburse funds collected within 48 hours of receipt.
- Meet all five federal benchmarks each year to receive incentive funding.

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- Use technology as broadly as possible to deliver timely and effective services to customers through increased use of electronic funds transfer, Web access to information, updated computer systems, Web-based payment options, the use of debit cards for the distribution of child support, on-line scheduling for paternity testing, and implementing document imaging for each Bureau for Child Support Enforcement field office.
- Maintain a collection and distribution efficiency rate above the federal standard of 75%.

### Performance Measures

- ✓ Implemented debit cards as the new distribution of child support payments on February 1, 2005.
- ✓ Met all five federal benchmarks for FFY 2004 to receive incentive funding.

<u>Federal Fiscal Year</u>	<u>Actual 2003</u>	<u>Estimated 2004</u>	<u>Actual 2004</u>	<u>Estimated 2005</u>	<u>Estimated 2006</u>	<u>Estimated 2007</u>
Caseload	109,930	111,000	112,078	112,000	112,500	118,522
Cases under court order	81.1%	83.0%	82.8%	85.0%	86.0%	90.0%
Collection/distribution efficiency rate	97.8%	98.0%	98.0%	98.0%	98.0%	98.0%



# Expenditures

	TOTAL FTE POSITIONS 11/30/2005	ACTUALS FY 2005	BUDGETED FY 2006	REQUESTED FY 2007	GOVERNOR'S RECOMMENDATION
<b>EXPENDITURE BY PROGRAM</b>					
Child Support Enforcement	511.76	\$30,574,580	\$41,688,280	\$34,252,220	
Less: Reappropriated		(1,588,275)	(7,047,748)	0	
<b>TOTAL BY PROGRAM</b>	<b>511.76</b>	<b>28,986,305</b>	<b>34,640,532</b>	<b>34,252,220</b>	<b>34,640,532</b>
<b>EXPENDITURE BY FUND</b>					
<b>General Fund</b>					
FTE Positions		95.59	97.44	97.44	97.44
Total Personal Services		2,869,288	2,871,296	2,871,296	2,871,296
Employee Benefits		1,253,108	1,284,549	1,284,549	1,284,549
Other Expenses		2,202,070	2,170,629	2,170,629	2,170,629
Less: Reappropriated		0	0	0	0
<b>Subtotal: General Fund</b>		<b>6,324,466</b>	<b>6,326,474</b>	<b>6,326,474</b>	<b>6,326,474</b>
<b>Federal Fund</b>					
FTE Positions		337.92	337.76	337.76	337.76
Total Personal Services		10,466,384	10,337,494	10,008,834	10,337,494
Employee Benefits		3,630,706	4,128,876	4,069,224	4,128,876
Other Expenses		6,283,248	8,312,984	8,312,984	8,312,984
<b>Subtotal: Federal Fund</b>		<b>20,380,338</b>	<b>22,779,354</b>	<b>22,391,042</b>	<b>22,779,354</b>
<b>Appropriated Special Fund</b>					
FTE Positions		0.00	0.00	0.00	0.00
Total Personal Services		43,007	75,513	0	0
Employee Benefits		59,557	76,623	0	0
Other Expenses		1,485,711	6,895,612	0	0
Less: Reappropriated		(1,588,275)	(7,047,748)	0	0
<b>Subtotal: Appropriated Special Fund</b>		<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Nonappropriated Special Fund</b>					
FTE Positions		78.49	76.56	76.56	76.56
Total Personal Services		1,389,152	2,454,038	2,454,038	2,454,038
Employee Benefits		339,922	968,848	968,848	968,848
Other Expenses		552,427	2,111,818	2,111,818	2,111,818
<b>Subtotal: Nonappropriated Special Fund</b>		<b>2,281,501</b>	<b>5,534,704</b>	<b>5,534,704</b>	<b>5,534,704</b>
<b>TOTAL FTE POSITIONS BY FUND</b>	<b>512.00</b>	<b>511.76</b>	<b>511.76</b>	<b>511.76</b>	<b>511.76</b>
<b>TOTAL EXPENDITURES BY FUND</b>		<b>\$28,986,305</b>	<b>\$34,640,532</b>	<b>\$34,252,220</b>	<b>\$34,640,532</b>